

REMARKS

Claims 1-18 are pending in the above-identified application, and were rejected. With this Amendment, claims 1, 5, 9, 13, and 16 were amended, and claim 3-4, 8, 12, 15 and 18 were cancelled. Accordingly, claims 1-2, 5-7, 9-11, 13-14 and 16-17 are at issue in the above-identified application.

I. 35 U.S.C. § 102 Anticipation Rejection of Claims

Claims 1-18 were rejected under 35 U.S.C. § 102(e) as being anticipated by Busey (U.S. Patent No. 6,377,944 B1). Applicant respectfully traverses this rejection.

Claim 1, as amended, includes means coupled to the replying means for storing past and new inquiries together with their solutions to respective inquiry and means for notifying an other reply means. When the inquiry is already stored but the solution for the inquiry is not stored in the past and new inquiry storing means, the reply priority for the inquiry is revised to be higher value and thus revised reply priority is transferred to the other reply means together with the inquiry.

Busey is directed to a web response unit including computer network based communication. In Busey, if the customer cannot find the appropriate information from the Web Response Unit (WRU), then *the customer can escalate to the Web Automatic Call Distributor (WebACD) and talk to a live agent.* (See col. 6, lines 58-61 and col. 10, line 23-28.) Busey does not disclose or suggest revising the reply priority for the inquiry to be higher value and transferring the revised reply priority to the other reply means together with the inquiry *when the inquiry is already stored but the solution for the inquiry is not stored in the past and new inquiry storing means*, as required by claim 1. Thus, claim 1 and claim 2 that depends from


claim 1 are allowable over Busey. For reasons similar to those discussed regarding claim 1, Applicant respectfully submits that claims 5-7, 9-11, 13-14 and 16-17 are also allowable over Busey. Accordingly, Applicant respectfully requests withdrawal of this rejection.

II. Conclusion

In view of the above amendments and remarks, Applicant submits that all claims are clearly allowable over the cited prior art, and respectfully requests early and favorable notification to that effect.

Respectfully submitted,

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